



# EH2030 Business Development and Quality Management 7.5 credits

## Verksamhetsutveckling och kvalitet

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Course syllabus for EH2030 valid from Autumn 07

This is a translation of the Swedish, legally binding, course syllabus.

**Grading scale:** A, B, C, D, E, FX, F

**Education cycle:** Second cycle

**Main field of study:** -

### Intended learning outcomes

The overall aim of this course is to offer a basic understanding on how companies and other organizations work today with quality management. Knowledge about commonly used tools and methods is presented.

Upon completion of this course participants shall:

- have gained an understanding about the importance of and possibilities with quality and business development
- be able to take part in a company's quality activities and identify necessary tools and methods

be able to use basic tools and methods commonly used when improving and developing an organization.

### Course main content

Kvalitet och total kvalitet. Utveckling mot total kvalitet och verksamhetsutveckling. Kvalitet och lönsamhet. De framgångsrika företagen. Processer och processorientering. Styra och analysera en verksamhet. Variationer och statistiska metoder. Kvalitet vid utveckling av varor och tjänster. Att säkerställa kvalitet vid inköp. Ständiga förbättringar. Sex Sigma. Människan och kvalitet. Ledarskap för kvalitet och verksamhetsutveckling. Ledningssystem och ISO 9000.

### Language of instruction

Language of instruction is specified in the course offering information in the course and programme directory.

### Eligibility

### Literature

Announced at start of course.

### Examination

- INL1 - Assignment, 3.0 credits, grading scale: P, F
- INL2 - Assignment, 3.0 credits, grading scale: P, F
- SEM1 - Lecture, 1.5 credits, grading scale: P, F

## Requirements for final grade

Approved written exercises (INL1+2; 6 cr) and 80 % class attendance (SEM1; 1,5 cr).